



RockStat

March 8, 2012

Operational Updates

Operations Reports

Rockford Fire Department
Public Works

Rockford Police Department
Community & Economic Development
Legal
“ReBuild” Special Report

Rockford Fire Department

PRESENTED BY:
Chief Derek Bergsten

Rockford Fire Department

2012 YTD Dashboard

Measure	YTD Benchmark	Actual
EMS & Search and Rescue Incidents	2,964	3,048
Total Fires	73	82
Structure Fire Incidents (Residential)	27	35
Structure Fire Incidents (Commercial)	10	12
Vehicle Fire Incidents	24	17
Outside Fire Incidents	9	12
Open Burning Incidents	3	6
Inspections	432	1,355
Arsons	10	12
Public Education Activities	23	54

Rockford Fire Department

QRV Program-Station 1 (Jump Company)

Responses		
	2011 YTD	2012 YTD
Ladder 1	258	161
Rescue 1		193

90th Percentile Times			
	Ladder 1 (2011)	Rescue 1 (2012 YTD)	CPSE Standard
Travel Time*	3:31	2:40	5:12

* Travel Time = Unit enroute → Unit on scene

Rockford Fire Department

QRV Program-Station 2

Responses		
	2011 YTD	2012 YTD
Engine 2	409	238
Ladder 2	397	160
Rescue 2		458

Rockford Fire Department

Achievements

- Strategic Plan and Goals completed
- Department wide physicals completed
- Acquiring new apparatus
- Training and implementation of EZ-IO on all ambulances
- Additional members trained for emergency management

Rockford Fire Department

Areas of Improvement

- Preparedness for Spring and Summer storm season
- Officer Training and Development
- Capital Improvement Plan for facilities
- Tracking vacant and condemned buildings
- Develop plan for improving communications for entire Department

Public Works

PRESENTED BY:

Mark Stockman – Street Superintendent

Tim Holdeman – Water Superintendent

Street & Transportation

PRESENTED BY:
Mark Stockman - Superintendent

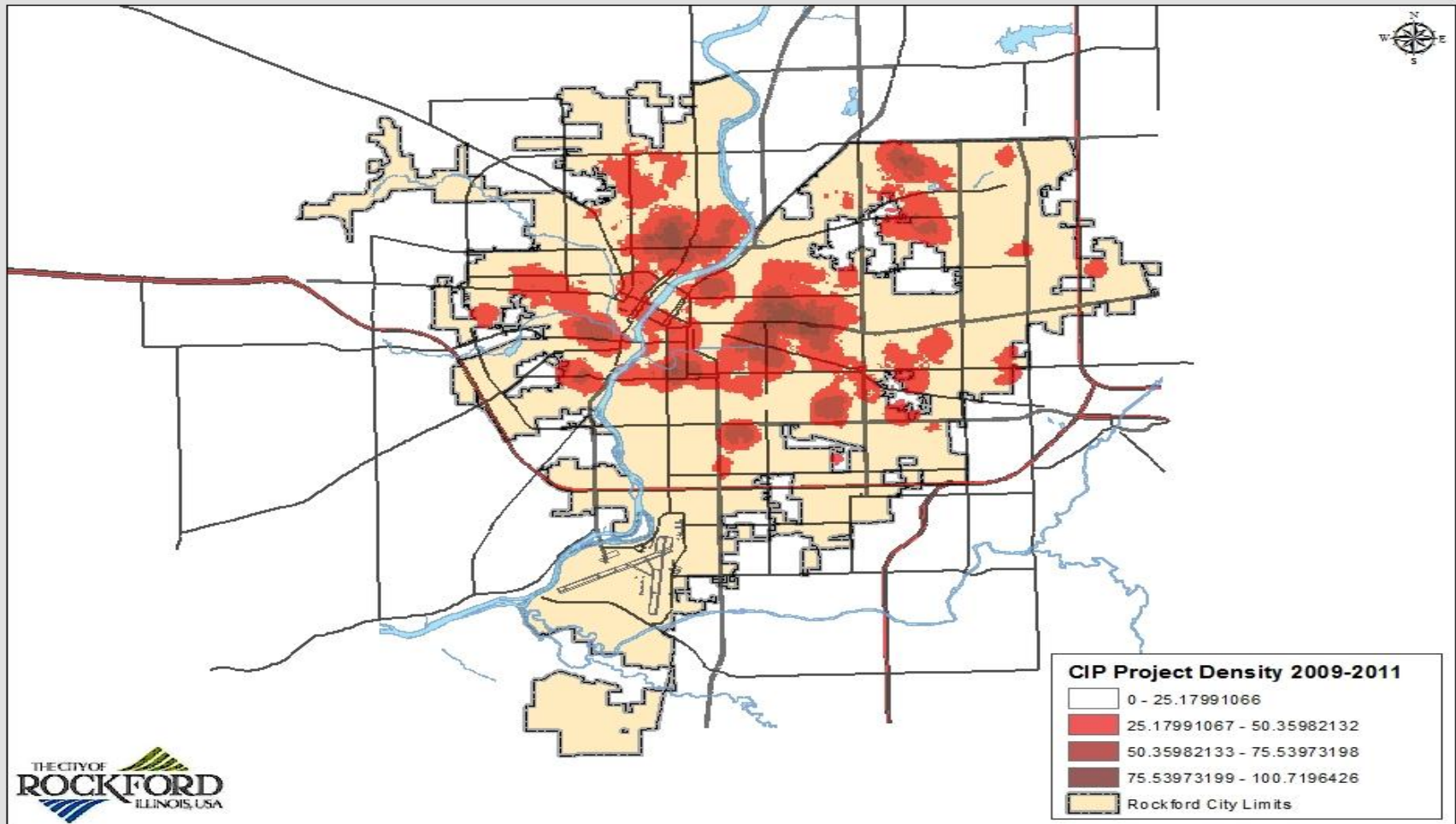
PW-Street & Transportation Division

Dashboard

Monthly Performance		2010 Monthly Target	Jan	Feb	Mar
Street Operations	Open Pothole Requests	200	21	21	
	Potholes Patched	8500	7387	11009	
	Pothole Requests - Average Days to Close	5	2.2	2	
	Miles of Streets Swept	500	N/A	N/A	
	# Trees Trimmed	200	102	188	
	Open Forestry Requests	300	450	392	
	Forestry Requests - Average Days to Close	60	132	133	
	Total Requests	850	956	884	
	Total Requests - Average Days to Close	20	28.6	42	
	Total Open Requests	600	566	446	
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%	N/A	N/A	
	% Signals Repaired Compared to Reported	95%	99%	60%	
	% Signals Replaced Compared to Reported	95%	100%	50%	
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	98%	99%	
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	96%	
	Parking Lot Striping % to Plan	95%	N/A	N/A	
	% Sign Repaired/Replace to Reported	95%	100%	100%	
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	

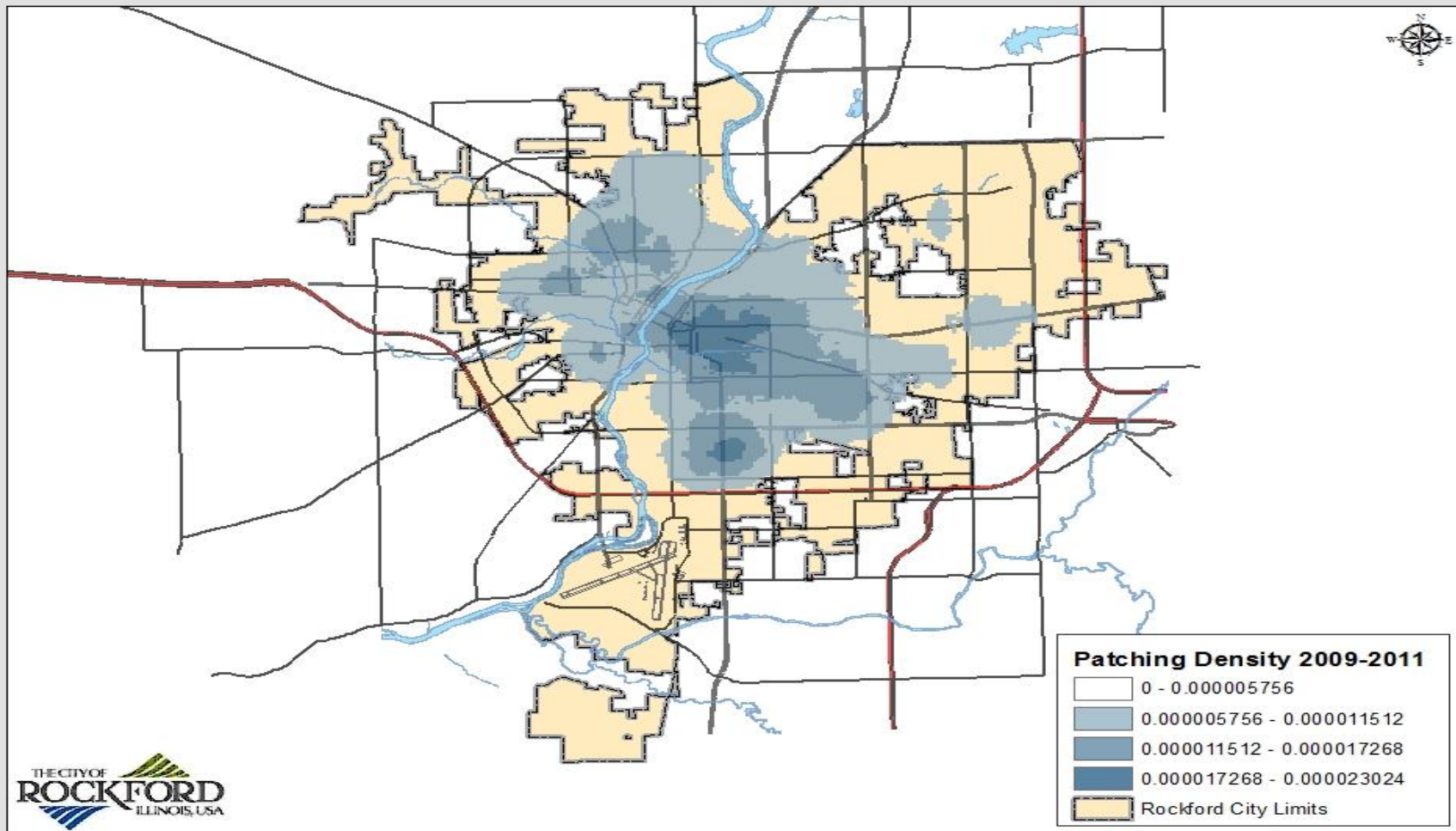
PW-Street & Transportation Division

Follow Up-Density of CIP Projects 2009-2011



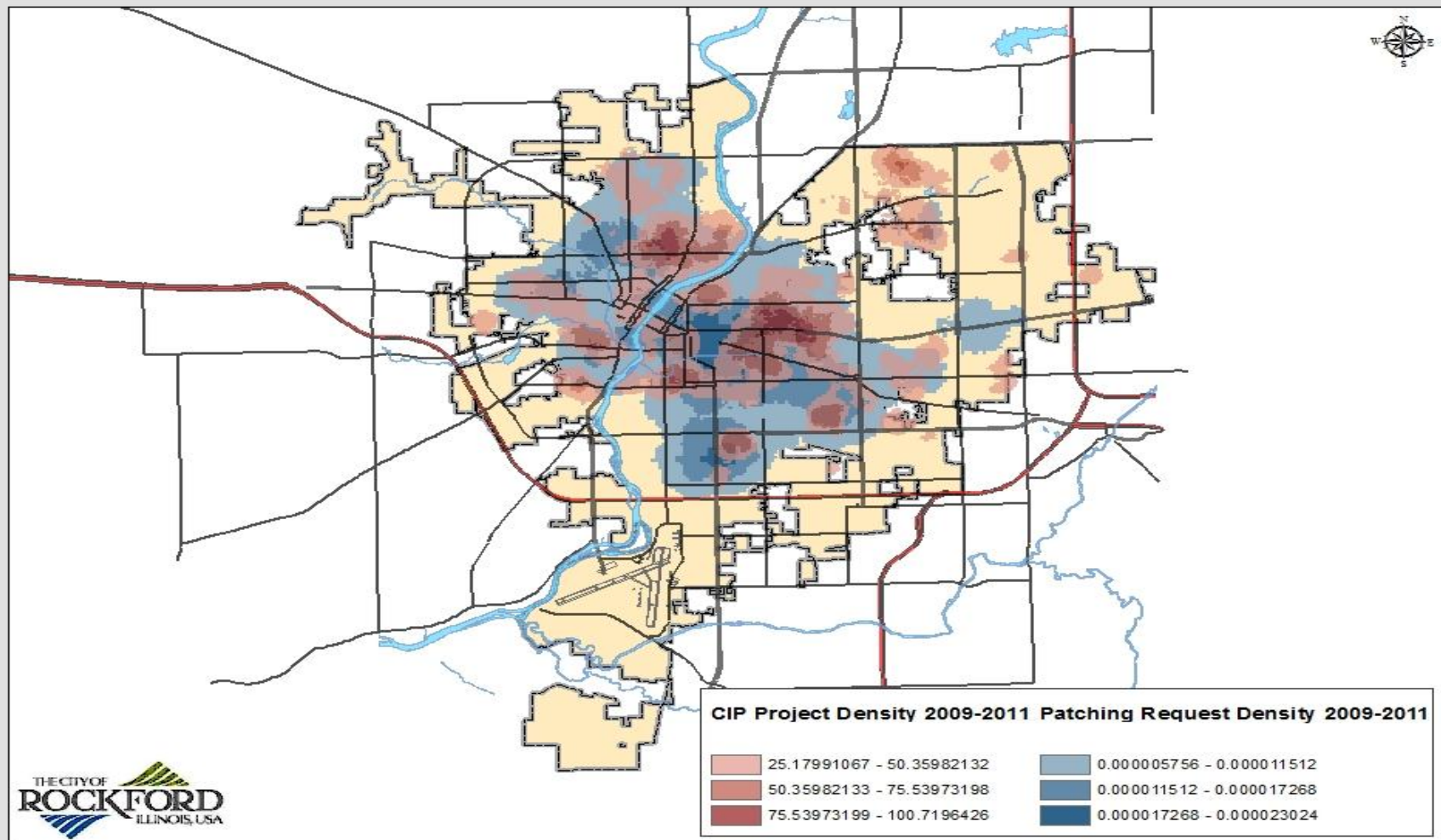
PW-Street & Transportation Division

Follow Up-Patching Service Request Density 2009-2011



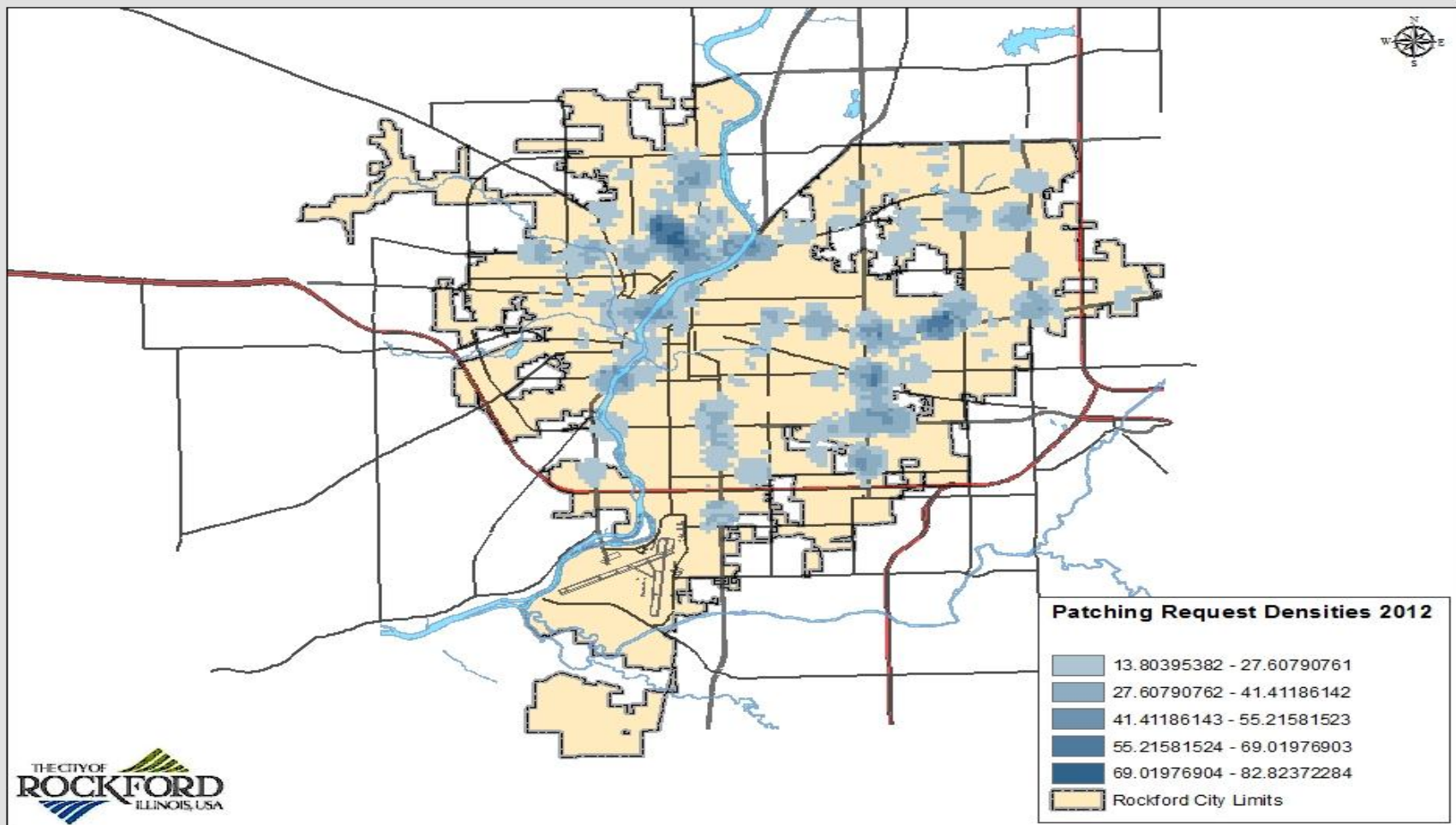
PW-Street & Transportation Division

Follow Up-Analysis of CIP Projects & Patching Service Requests 2009-2011



PW-Street & Transportation Division

Follow Up-Patching Service Request Density 2012



PW-Street & Transportation Division

Achievements

- Pothole Patching requests continue to remain at an all time low.
- Exceeded benchmark for potholes patched by 2509.
- Total open requests continue to decline.
- No injuries or accidents in the Property & Traffic Section
- All sign knockdowns repaired in 3 hours on average.

Areas of Improvement

- # of trees pruned has improved, however still has not met or exceeded benchmark.
- Forestry open requests and days to close.
- Signal knockdowns replaced compared to reported.

Water Division

PRESENTED BY:
Tim Holdeman-Water Superintendent

PW-Water Division

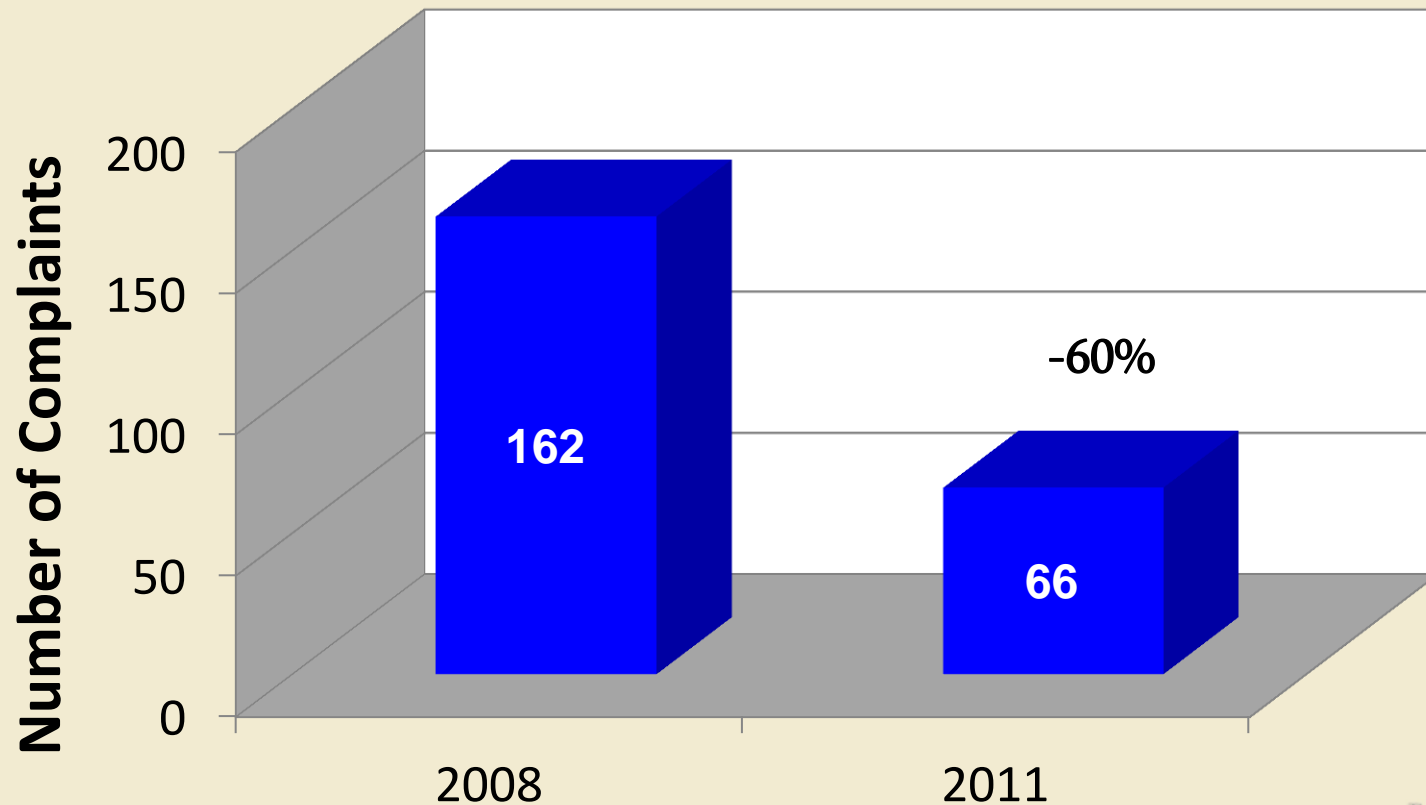
Scorecard

Monthly Performance		2012 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Water Operations	Distribution	Emergency Repair Time (hours)	3	2.5	1.5			
		% of Total Repairs That Are Planned	80%	86%	79%			
		Emergency JULIE Locate Response Time (hrs)	2	0.5	0.5			
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	23	9			
		# of Winter Backlog Jobs	130	27	59			
		Water Main Flushed (mi)	20	6	2			
	Customer Service	Average # of Days to Correct Meter Problem	30	14	8			
		# of Days for First Available Scheduling	3	0.5	0.2			
		% of Citizens Receiving 1st Choice Scheduling	90%	99%	100%			
		Call Center Pick Up Response Time (sec.)	15	10				
		% of Calls Dropped	5%	3.8%				
	Production	% Meeting Demand for Water Pumped	110%	172%	163%			
		Service Pressure Excursions	200	57	52			
		% of Total Maintenance Hrs Available	70%	79%	65%			
		# of Water Quality Complaints	9	0	6			
		% of Total Production from Rehabed Wells	80%	85%	79%			
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	3.8%	3.9%			
		Operating Revenue, % of Plan	95%	87%	89%			
		Number of New Water Connections	8	2	14			

PW-Water Division

Water System Improvement Project-Water Quality Results

One complaint per 1000 Customers per year



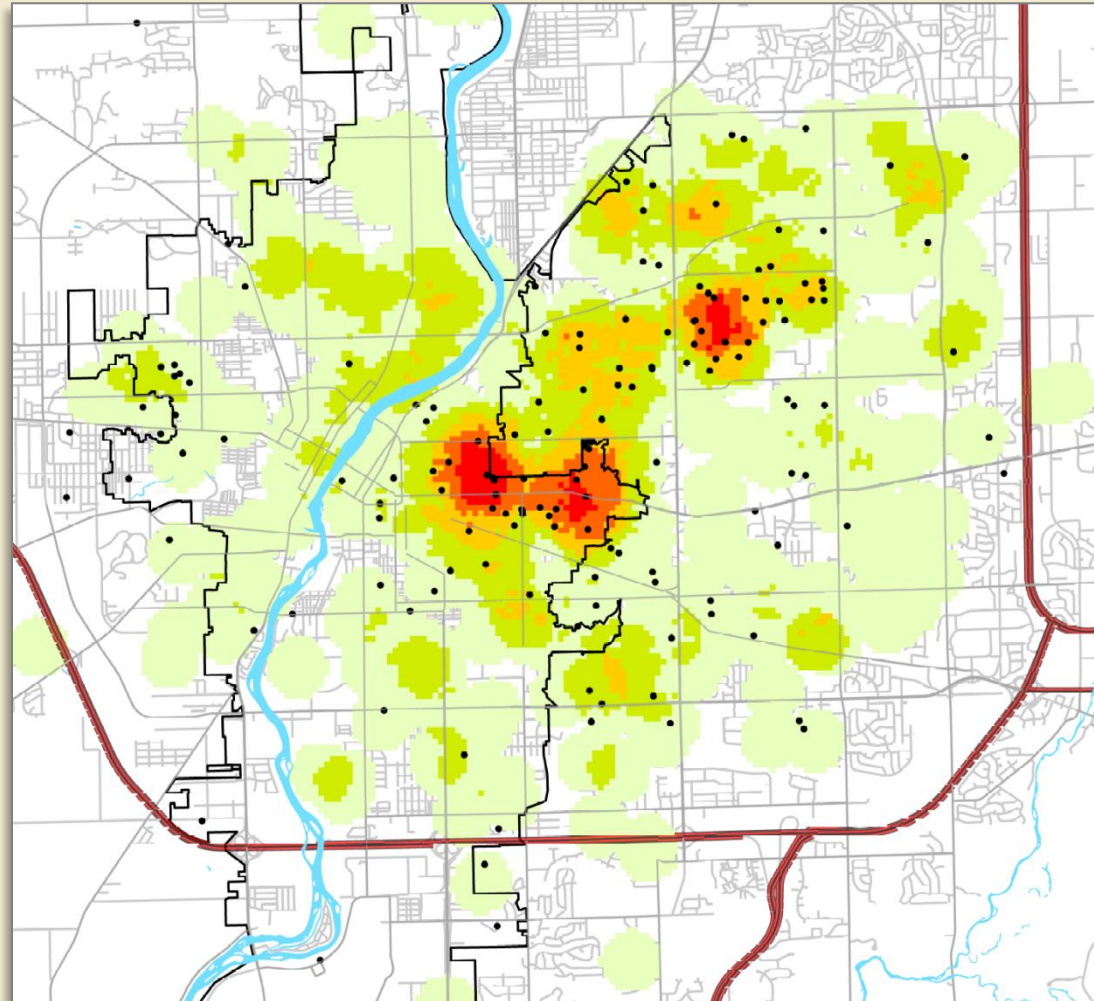
PW-Water Division

Water Quality Improvement

Average Number of
Complaints per Year
(within ¼-mile)
2008 - 2010



● Location of
2011 Complaint



PW-Water Division

Achievements

- Excellent Water Quality, Sufficient Supply & Pressure
- Water Loss Statistics for 2011
- Chlorine Safety – Tabletop with Fire Department
- Water Utility Master Plan – Renewal Forecast
- Utility Billing Consolidation
- Asset Management Project

Areas of Improvement

- SCADA System Communication
- Water Treatment Plant Operational Adjustments
- Preventative Maintenance Programs
- Sludge Management Plan
- Secondary Wells – Pump to Waste Upgrades

Rockford Police Department

PRESENTED BY:
Deputy Chief Lori Sweeney

Rockford Police Department

Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Group A Offenses													
Benchmark	1,487	1,269	1,830	1,874	2,006	1,978	2,077	2,076	1,861	1,822	1,753	1,451	2,756
2012	1,485	1,227											2,712
Group B Offenses													
Benchmark	1,221	1,225	1,518	1,428	1,445	1,387	1,365	1,437	1,270	1,210	1,141	970	2,446
2012	1,014	990											2,004
Percent Group A Offenses Cleared by Arrest or Exception													
Benchmark	40.8%	54.9%	37.2%	34.5%	34.7%	30.1%	27.5%	32.0%	34.0%	35.3%	34.7%	40.2%	47.3%
2012	41.6%	45.0%											43.1%

**benchmark is the average of 2009-2011.

**Score based on Standard Deviation of 3 yrs of Month data except Clearances based on 5% Deviation.

Rockford Police Department

Dashboard

Last Month vs This Month

GROUP A OFFENSES			
	JAN 2012	FEB 2012	% CHANGE
City	1,485	1,227	-17.37%
District 1	559	478	-14.49%
West ADP	50	33	-34.00%
West W&S	35	42	20.00%
District 2	476	396	-16.81%
East ADP	23	28	21.74%
East W&S	98	75	-23.47%
District 3	378	297	-21.43%

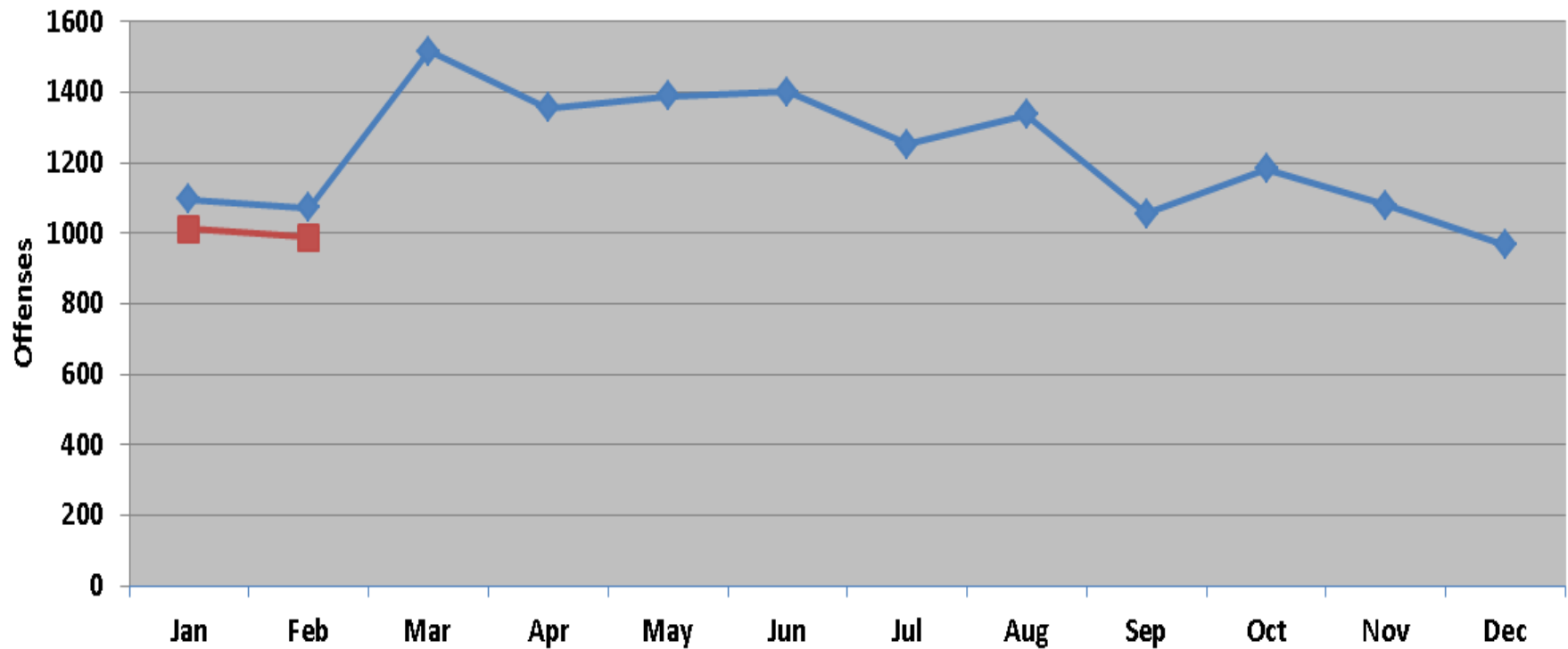
YTD '10 vs YTD '11

GROUP A OFFENSES			
	YTD 2011	YTD 2012	% CHANGE
City	2,447	2,712	10.83%
District 1	899	1,037	15.35%
West ADP	53	83	56.60%
West W&S	65	77	18.46%
District 2	896	872	-2.68%
East ADP	68	51	-25.00%
East W&S	177	173	-2.26%
District 3	563	675	19.89%

Rockford Police Department

Dashboard

Group B Offenses



Rockford Police Department

Achievements

- Robbery decreased 53.85% (21 offenses) from last month, but is up 39.02% (16 offenses) YTD.
- Aggravated Assault decreased 19.05% (16 offenses) from last month, but is up 22.58% (28 offenses) YTD.
- Burglary decreased 42.76% (65 offenses) from last month, but is up 134.31% (137 offenses) YTD.
- Shoplifting decreased 44.66% (46 offenses) from last month, but is up 70.21% (66 offenses) YTD.
- Motor Vehicle theft decreased 56.76% (21 offenses) from last month and 17.19% (11 offenses) YTD.
- Weapon Law Violations decreased 29.41% (15 offenses) from last month, but is up 58.18% (32 offenses) YTD.

Rockford Police Department

Areas of Improvement

- Theft From Motor Vehicle is up 37.5% (18 offenses) from last month, 65.22% (45 offenses) YTD, and 32% compared with an average of the last 3 years.
- All Other Larceny is up 0.69% (1 offense) from last month, 15.94% (40 offenses) YTD, and 7.09% compared with an average of the last 3 years.

Rockford Police Department

RHA-Section 8 Adult Arrests

16 arrests were made for 15 people for the following offenses:

Battery
DUI
DUI
Hit & Run
Offensive use of property
Public Urination or Defecation
Retail Theft
Service other agency
Service other agency
Traffic
Traffic
Traffic
Traffic
Traffic
Warrant
Warrant

Community & Economic Development

PRESENTED BY:

Rob Lamb-Industrial Development Manager

Todd Cagnoni-Deputy Director

Community & Economic Development

Economic Development Division

PRESENTED BY:
Rob Lamb-Industrial Development
Manager

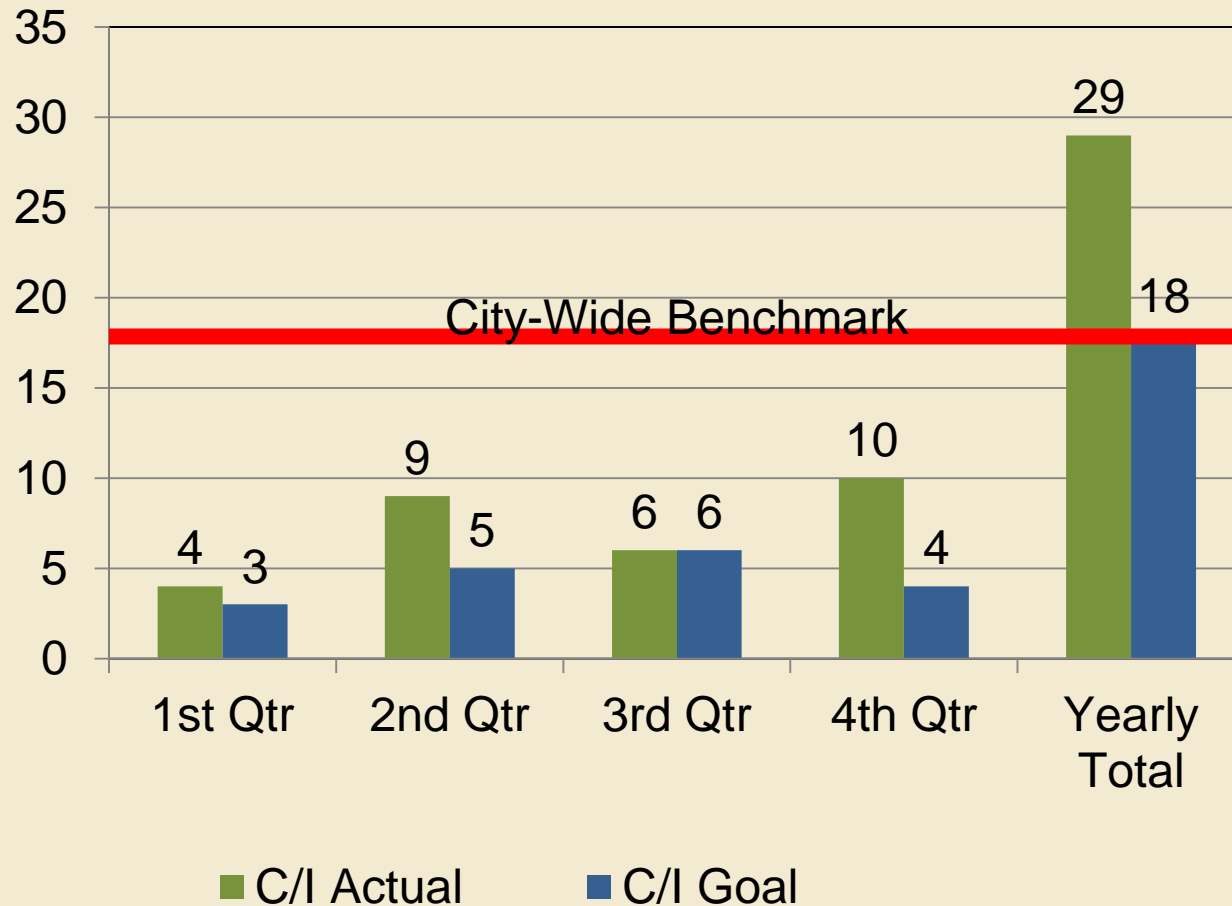
Economic Development Division

Scorecard

	2011 Annual Target	2011 Actual Total	2010 Actual
Commercial New & Retained Projects	9	12	9
Industrial New & Retained Projects	9	11	9
New Jobs	160	450	178
Retained Jobs	340	482	306
Total Investment	\$25,000,000	\$ 26,996,500	\$ 32,016,300

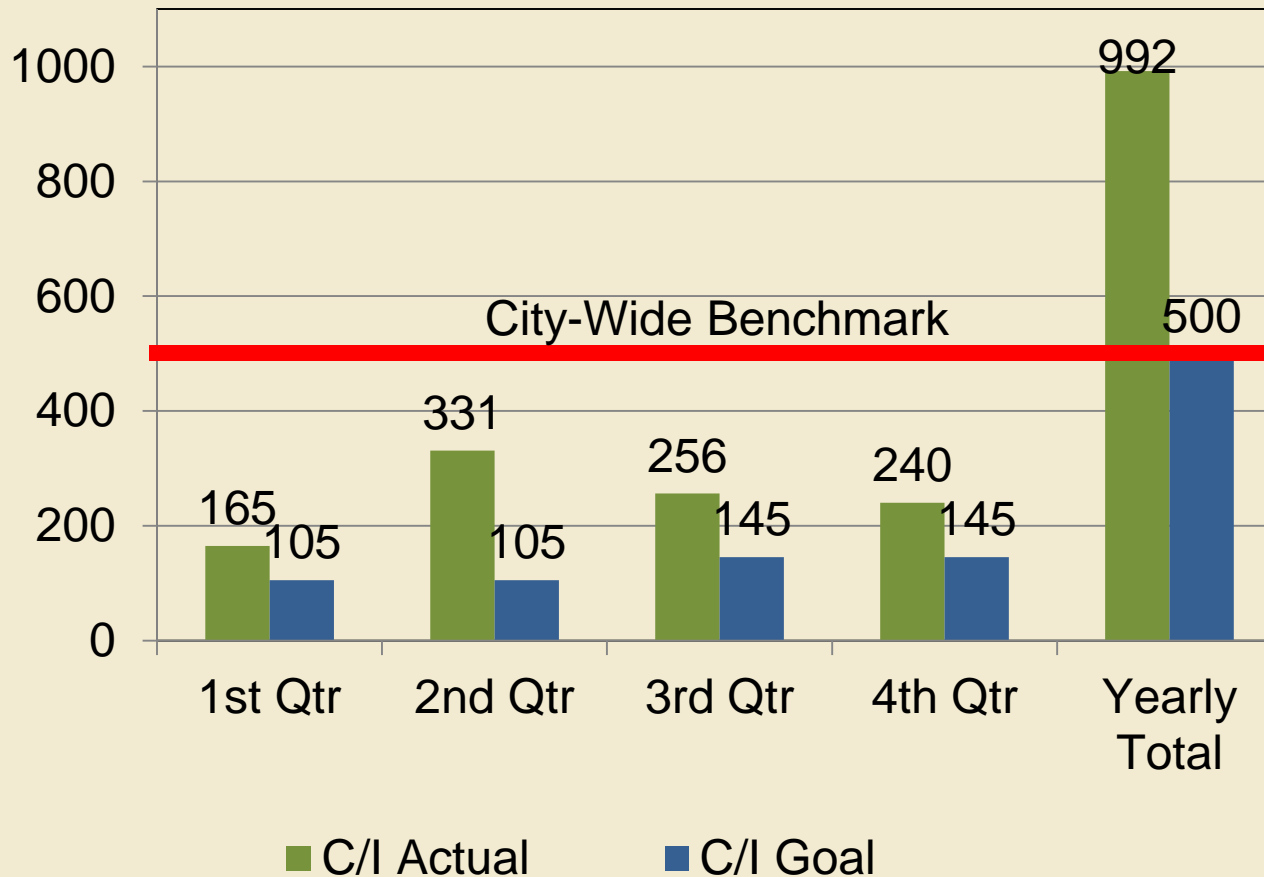
Economic Development Division

2011 Commercial & Industrial Projects



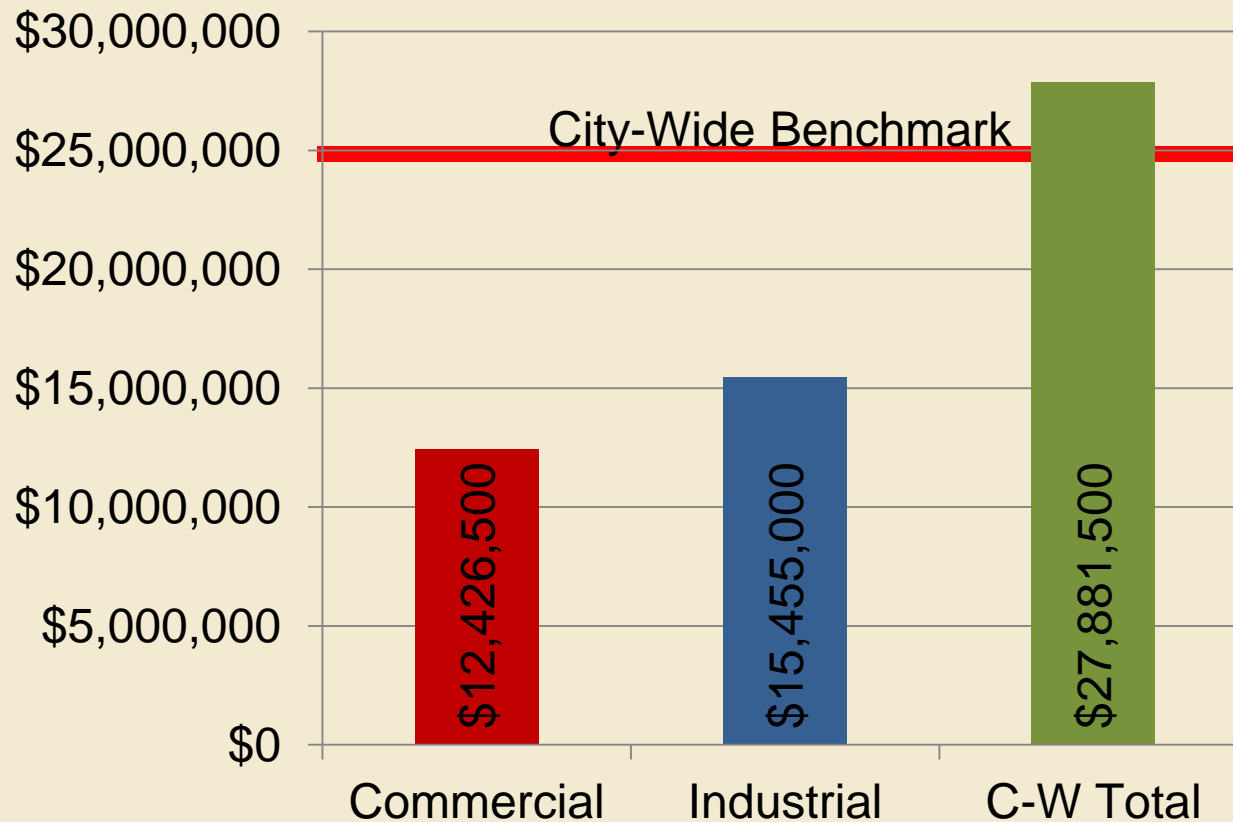
Economic Development Division

2011 New & Retained Commercial/Industrial Jobs



Economic Development Division

2011 Dollars Invested in Commercial & Industrial Projects



Community & Economic Development

Economic Development Division

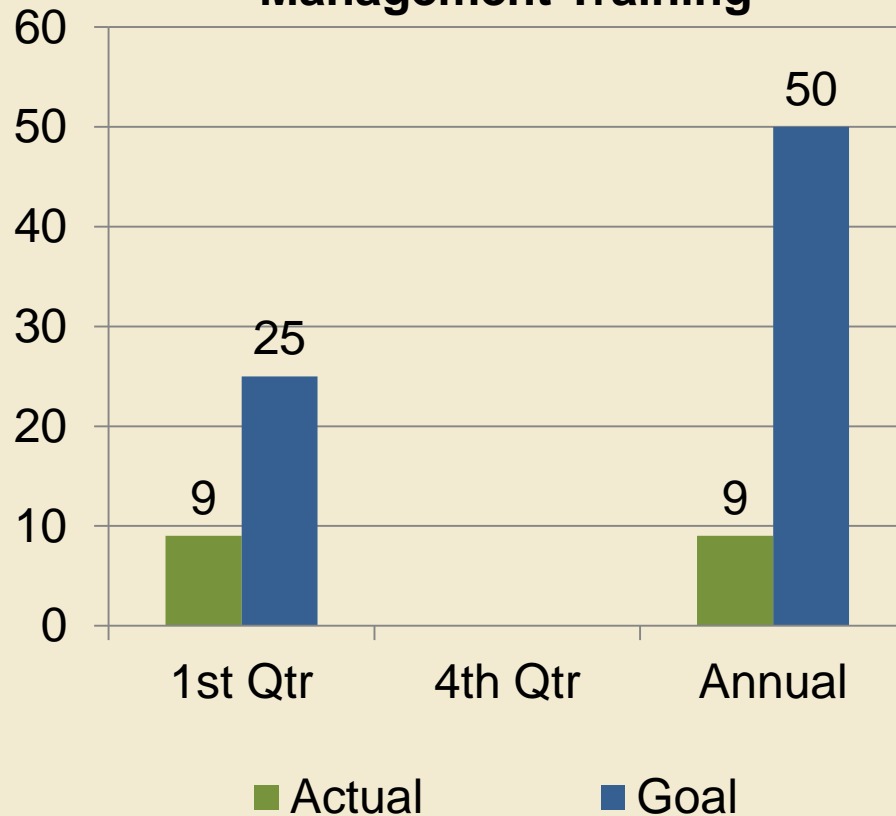
Implementation of 2011 Global Marketing Plan with RAEDC

- Consulate & Trade Commissioner Visits: Projected meetings - 20
- Hosted Delegations: Projected visits - 4, Projected visitors - 40
- International Conferences:
 - China Impact Mission: Projected meetings – 30
 - Swedish Entrepreneurial Days (Sweden)
 - International Bio-Energy Days (Sweden)
 - Go Global IV (Rockford)
 - Quarterly E-Newsletter & Halsningar to targeted Global Markets
 - Promote Rockford Investment with 7 Sister Cities
 - Expand Industrial Partnership Agreements with target markets

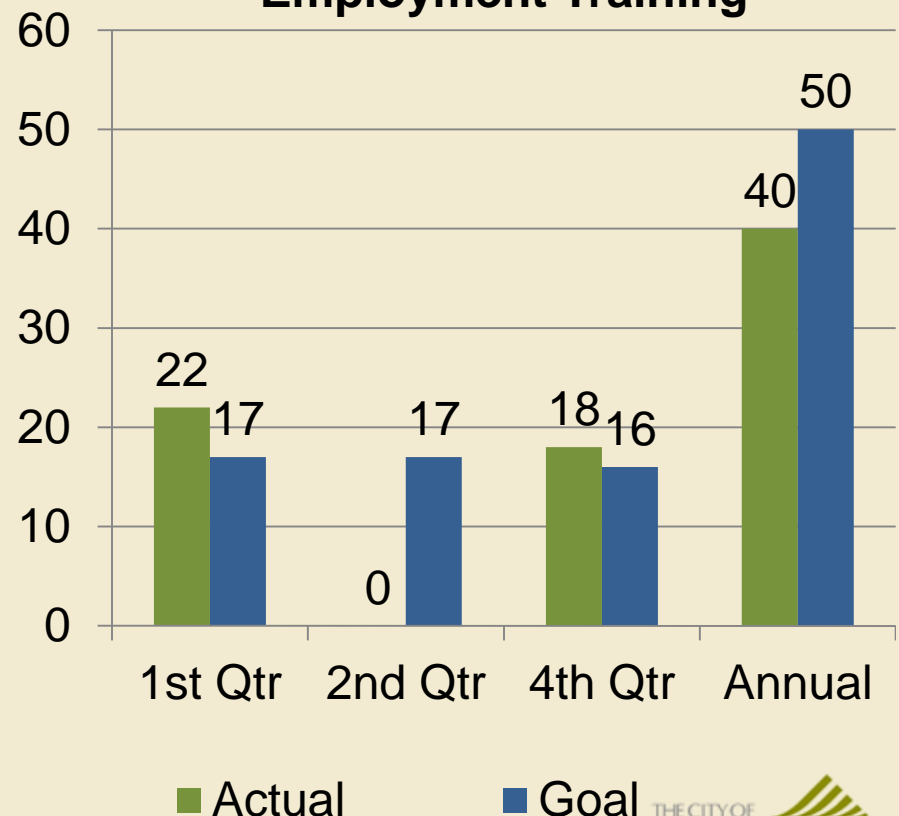
Economic Development Division

2011 Increased Employment Opportunities for LMI & Minorities

LMI/Minority Construction Management Training

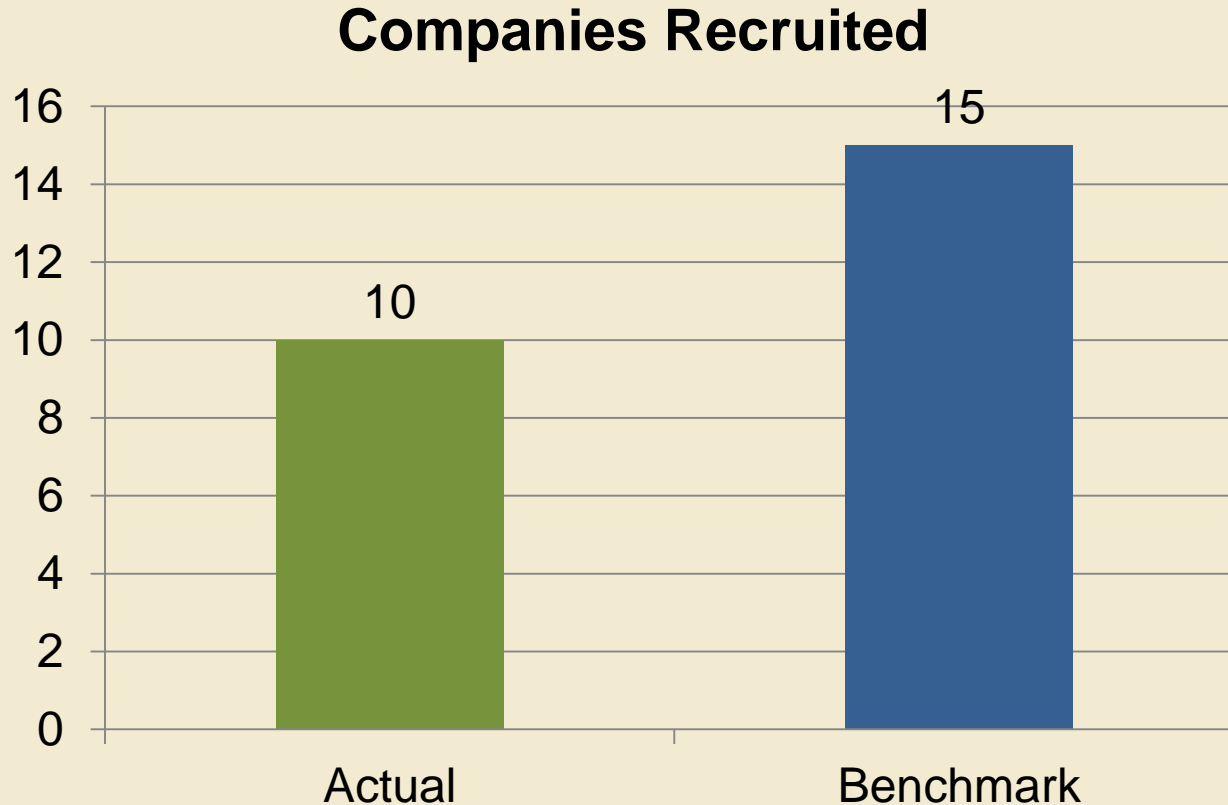


LMI/Minority Self Employment Training



Economic Development Division

2011 Coordination with WIB to Increase Awareness of Training Programs



Economic Development Division

Achievements

- Number of Commercial & Industrial Projects Won
- Number of Commercial & Industrial Jobs Created & Retained
- Dollar Investment in Commercial & Industrial Projects
- Implementation of Global Marketing Plan
- Creation of Global TradePark South

Areas of Improvement

- Increase LMI and Minority Employment Opportunities
- Increase Awareness of Workforce Investment Board Training Programs

Construction and Development Services

PRESENTED BY:
Todd Cagnoni-Deputy Director
Community & Economic Development

Construction & Development Services

Planning Scorecard

	Monthly Performance	2010 Monthly Target	Jan	Feb	March	April	May	June	July	August	Sept	October	Nov.	Dec.
Planning Section	# of Sign Permits Reviewed	34	33	24	33	31	25	32	26	58	141	44	43	44
	% of Sign Permits Reviewed in 7 days	95%	100%	91%	66%	100%	100%	100%	92%	100%	80%	100%	100%	97%
	# of Temporary Sign Permits Reviewed	5	0	1	6	7	2	9	4	1	11	12	3	3
	% of Temporary Sign Permits Reviewed in 2 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Fence Permits Reviewed	30	1	1	32	49	54	58	33	31	25	18	10	9
	% of Fence Permits Reviewed in 3 Days	95%	100%	100%	100%	96%	96%	100%	100%	100%	100%	100%	100%	100%
	# of Driveway Permits Reviewed	20	1	0	4	14	18	36	35	42	32	20	5	4
	% of Driveway Permits Reviewed in 1 day	95%	100%	100%	100%	100%	100%	100%	100%	92%	96%	100%	80%	75%
	# of Dumpster Enclosures Reviewed	2	2	1	0	0	2	2	0	2	1	2	1	0
	% of Dumpster Enclosures Reviewed in 3 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	100%	100%
	# of Parking Lot Permits Reviewed	1	0	0	0	2	1	7	1	6	4	4	1	0
	% of Parking Lot Permits Reviewed in 5 Days	95%	100%	100%	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Zoning Confirmation Letters Completed	11	6	8	6	13	5	11	11	5	25	8	14	12
	% of Zoning Confirmation Letters Completed in 5 Days	95%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Comm/MF Plans Reviewed	10	7	10	15	12	11	19	16	17	17	11	6	10
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Home Occupation Permits Reviewed	0.31	0	0	0	1	0	1	0	1	0	1	1	0
	% of Home Occupation Permits Reviewed in 5 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Tentative Plats	0.14	0	0	0	0	0	0	0	1	0	0	0	0
	% of Tentative Plats Reviewed in 23 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Final Plats	0.78	0	0	1	1	1	1	1	0	1	2	1	1
	% of Final Plats Reviewed in 16 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of ZBA Items	4	2	8	5	2	5	3	5	9	3	6	1	5
	# of LAB Items	2	0	0	7	0	2	4	3	5	10	1	4	2
	# of Annexations	0.35	0	0	0	0	0	4	0	0	1	3	0	0

Construction & Development Services

Building Scorecard

Monthly Performance		2010 Monthly Target	Jan	Feb	March	April	May	June	July	August	September	October	November	December
Building Section	# of 1/2 Family New Reviewed	2.5	0	1	3	0	4	1	0	0	0	4	2	2
	% of 1/2 Family New Reviewed in 3 Days	95%	100%	100%	100%	100%	50%	100%	100%	100%	100%	100%	100%	100%
	# of 1/2 Acc Detach Reviewed	3	1	0	1	8	4	4	12	3	4	8	6	0
	% of 1/2 Acc Detach in 2 Day Reviewed	95%	100%	100%	100%	100%	100%	75%	100%	66%	75%	100%	83%	100%
	# of 1/2 Family Add/Alt Reviewed	39	8	15	44	48	55	22	31	42	24	39	25	15
	% of 1/2 Family Add/Alt Reviewed in 2 Days	95%	100%	93%	93%	100%	95%	100%	100%	95%	96%	100%	100%	93%
	# of Comm/MF Plans Reviewed	13	9	10	18	6	14	20	16	13	19	10	8	14
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# Plumbing/Mechanical Plans Reviewed	6	6	12	16	3	5	15	8	6	17	11	8	10
	% of Plumbing/Mechanical Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	91%	87%	100%
	# of Electrical Plans Reviewed	11	11	12	19	2	17	13	7	16	13	15	6	9
	% of Electrical Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%	83%	100%
	# of Counter Permits Comm/MF Issued	7	4	7	8	6	7	7	7	5	4	8	9	7
	% of Counter Permits Comm/MF Issued in 2 Days	95%	100%	100%	100%	100%	71%	100%	100%	100%	100%	100%	100%	100%
	# of Demolition Permits	11	6	2	12	7	5	14	5	10	39	13	18	4
	% of Demolition Permits in 2 Day	95%	100%	100%	100%	71%	100%	93%	100%	90%	100%	100%	94%	75%
	Total # of Plumbing Permits	95	73	89	140	97	129	71	77	113	101	109	116	99
	# of Plumbing Permits w/o Child	76	59	66	95	82	90	59	58	86	78	84	95	75
	% of Plumbing Permits in 1 Day	95%	94%	97%	98%	98%	96%	98%	100%	97%	97%	96%	98%	97%
	Total # of Mechanical Permits	134	125	182	242	112	108	121	116	128	109	185	160	147
	# of Mechanical Permits w/o Child	117	105	159	202	84	90	100	88	100	83	159	127	132
	% of Mechanical Permits in 1 Day	95%	94%	97%	98%	96%	98%	100%	100%	100%	98%	98%	96%	98%
	Total # of Electrical Permits	62	30	41	75	73	67	59	57	71	67	108	82	147
	# of Electrical Permits w/o Child	35	13	12	35	38	37	30	37	27	42	56	65	112
	% of Electrical Permits in 1 Day	95%	84%	91%	91%	92%	97%	86%	97%	92%	98%	95%	97%	96%

Building Scorecard Cont'

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Construction & Development Services

Revenue and Construction Value 2010 versus 2011

TOTAL REVENUE			
	2010	2011	% CHANGE
Building	\$1,042,317.64	\$1,538,637.34	47.62%
Planning	\$107,801.33	\$118,468.00	9.89%
Total	\$1,150,118.90	\$1,657,105.30	44.08%

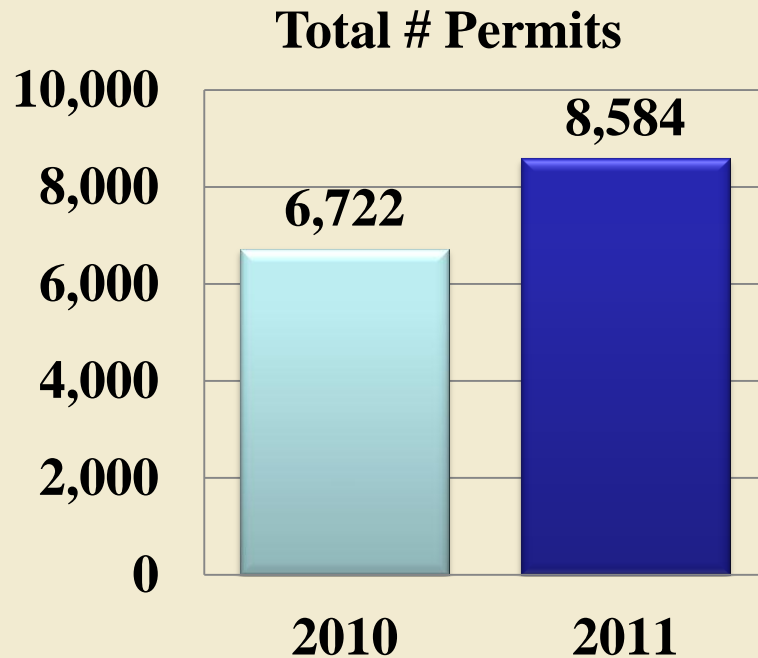


TOTAL CONSTRUCTION VALUATION			
	2010	2011	% CHANGE
Res	\$31,197,153	\$38,268,204	23%
Com	\$42,083,508	\$58,382,150	38.73%
Total	\$73,280,661	\$96,650,354	31.89%

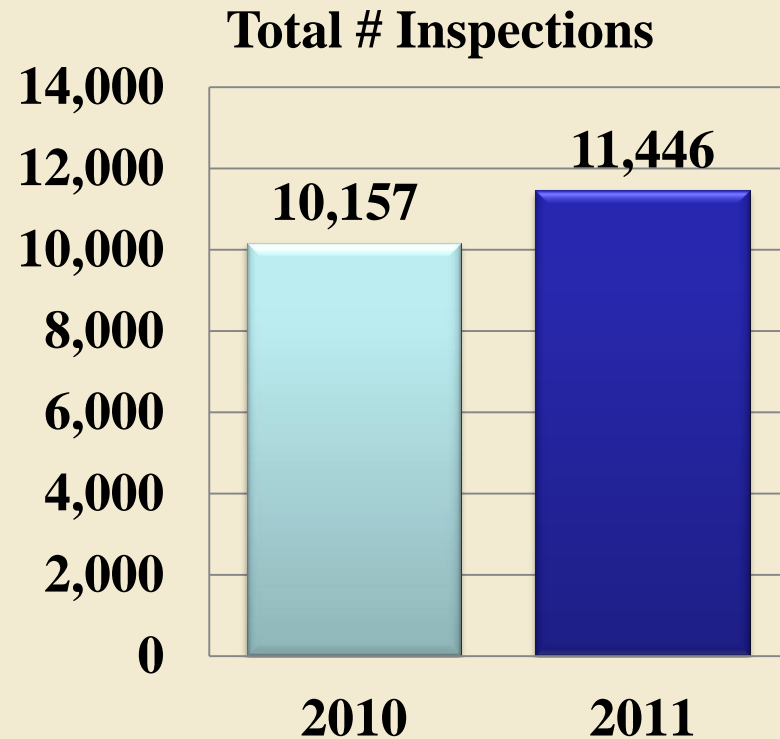


Construction & Development Services

Permits and Inspections 2010 versus 2011



**Total # of Permits
Increased 27.70%**

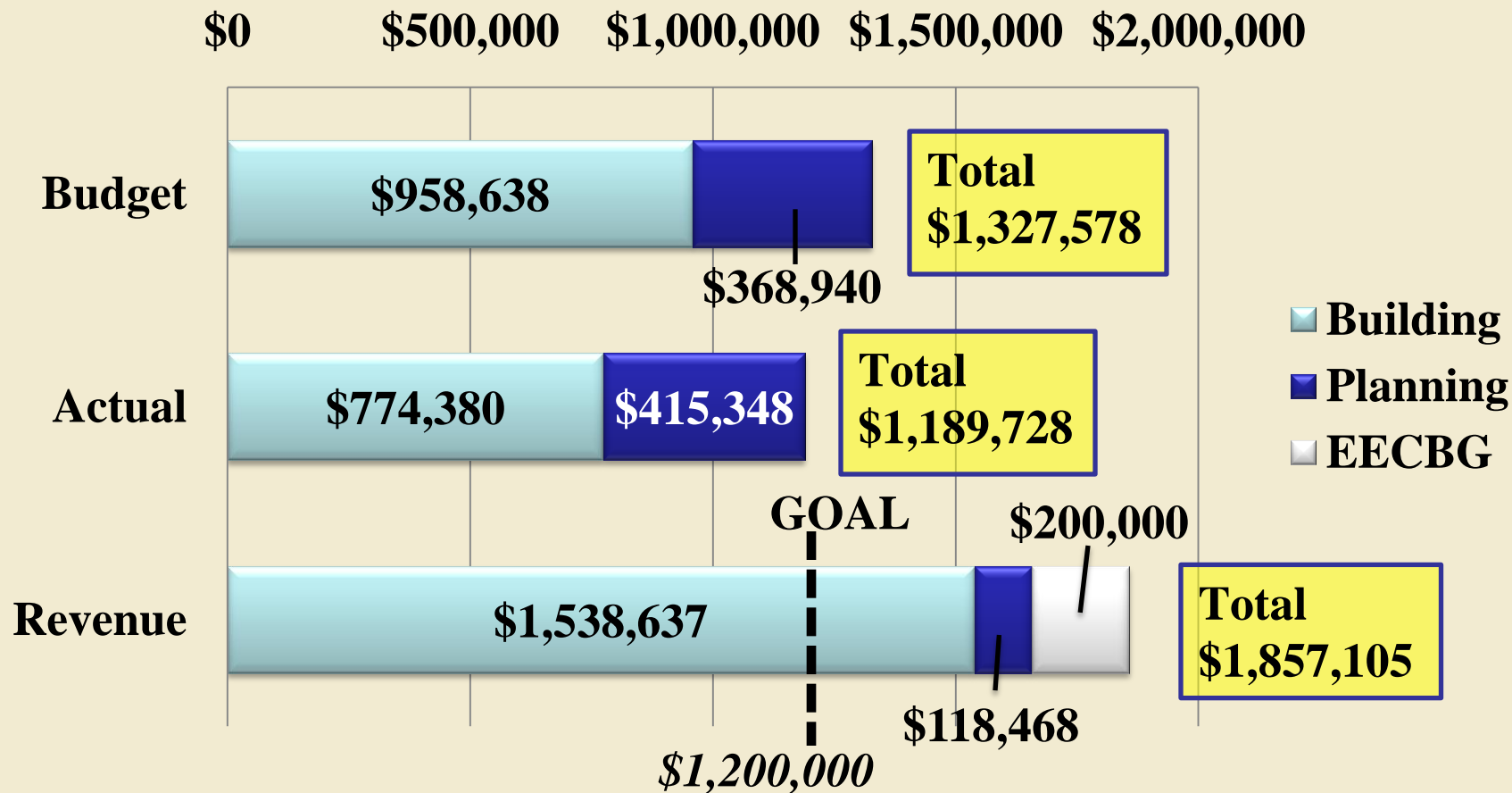


**Total # of Inspections
Increased 12.69%**



Construction & Development Services

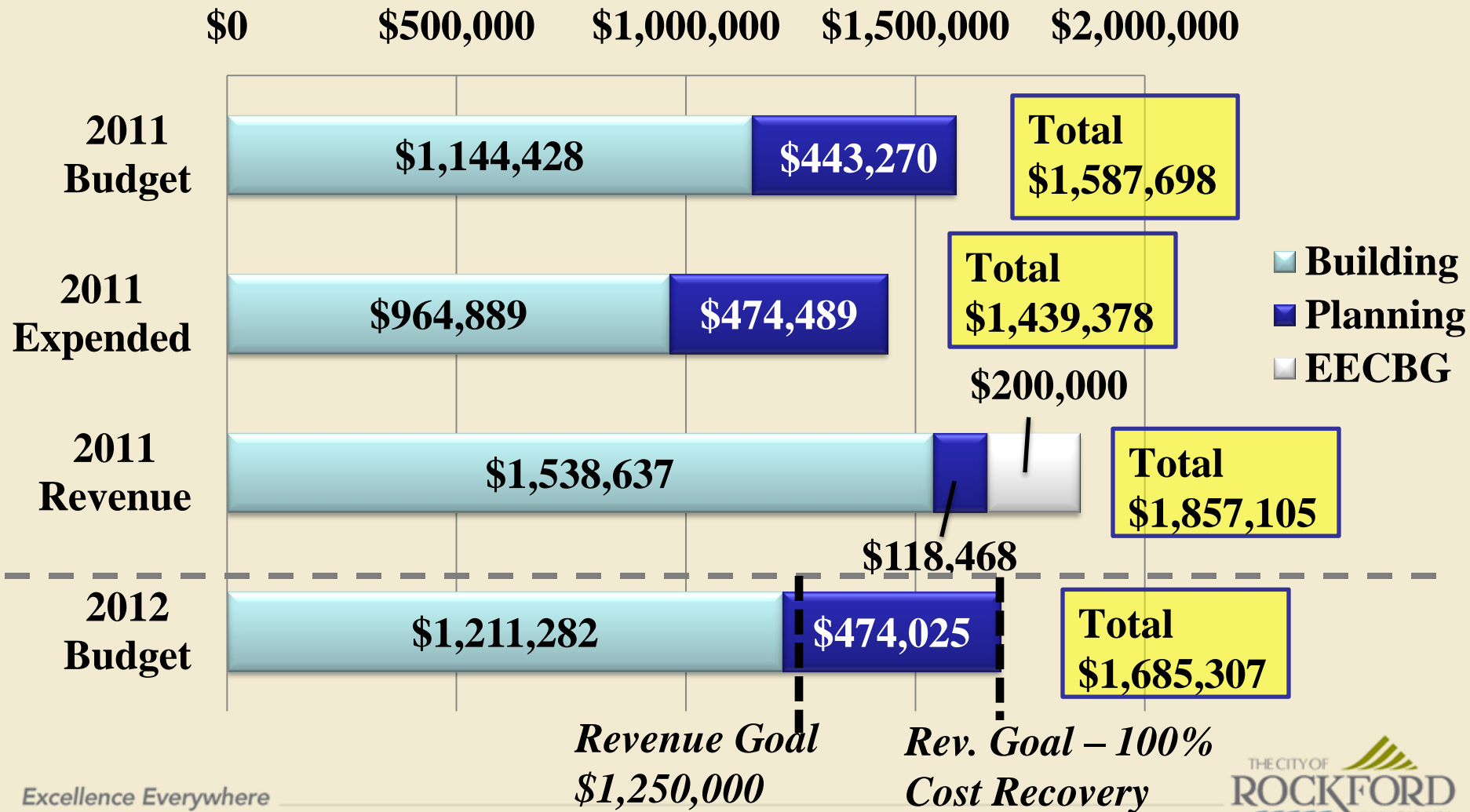
2011 Personnel Costs



Building Staff Expense = 80% of Building Permit Revenue

Construction & Development Services

2011 Overall Costs



Construction & Development Services

Achievements

- Right sizing of division has been successful
- Benchmarks have been satisfied.
 - Inspection Benchmarks
 - Permit Issuance Benchmarks
 - Planning Reports
- 100% Cost Recovery of Division Expenditures!
- Received Highmark's on Implementation of Energy Efficiency Grant

Construction & Development Services

Areas of Improvement

- Collection of Outstanding Fees (Accounts Receivable)
 - Improve record keeping
 - Consistent and timely invoicing
- Clerical Help
 - Allow other staff to focus on non-clerical activities
 - Meet peak demands
- Plan Review/Inspection Consistency
 - Verify work installed in accordance with approved plans

Legal Department

PRESENTED BY:

Kerry F. Partridge-City Attorney

Ron Moore-Diversity Procurement Officer

Claims

Third & Fourth Quarters of 2011

PRESENTED BY:
Kerry F. Partridge-City Attorney

Claims Dashboard 2010-2011

	2010 1st Quarter	2010 2nd Quarter	2010 3rd Quarter	2010 4th Quarter	2011 1st Quarter	2011 2nd Quarter	2011 3rd Quarter	2011 4th Quarter	Total 2010-2011
Claims this Quarter	50	74	33	31	142	59	36	20	445
Avg. Claims per Quarter	61	61	61	61	61	61	61	61	61
Claims this Year	50	124	157	188	142	201	237	257	425
Claims Approved this Qtr.	8	9	3	7	23	6	5	3	64
% of Claims Approved this Qtr.	16%	13%	9%	23%	16%	10%	14%	15%	15%
\$ Value of Approvals this Qtr.	\$3,519.48	\$8,043.89	\$6,766.14	\$4,732.48	\$30,661.78	\$2,806.02	\$4,058.30	\$476.48	\$61,064.57
Avg. \$ Approvals this Qtr.	\$782.11	\$893.77	\$2,255.38	\$676.07	\$1,333.12	\$467.67	\$811.66	\$158.83	\$922.33
Avg. Days to Approve this Qtr.	30	44	53	27	33	31	14	53	36
% Approved w/in 33 days this Qtr.**	88%	55%	33%	71%	65%	67%	100%	33%	64%
% Approved w/in 42 days this Qtr.	14%	77%	66%	71%	70%	83%	100%	33%	64%
Claims Denied this Qtr.	43	65	30	24	119	53	31	17	382
% of Claims Denied this Qtr.	84%	86%	91%	77%	84%	90%	86%	85%	85%
\$ Value of Denials this Qtr.	\$33,700.32	\$225,573.56	\$21,239.84	\$86,208.58	\$283,022.34	\$61,435.21	\$31,759.73	\$22,814.23	\$765,753.81
Avg. \$ of Denials this Qtr.	\$821.96	\$4,256.10	\$1,930.75	\$3,592.02	\$2,378.33	\$1,159.15	\$1,024.50	\$1,342.01	\$2,063.10
Avg. Days to Deny this Qtr.	38	34	22	24	19	14	12	9	25
% Denied w/in 21 days this Qtr.	19%	28%	53%	75%	74%	89%	87%	94%	65%
% Denied w/in 42 days this Qtr.	76%	71%	93%	88%	96%	98%	94%	100%	89%
Avg. Days to Investigate this Qtr.	20	13	11	13	8	10	7	6	11

Legal Department-Claims

Achievements

- Hired Travelers Ins. Co. as TPA for future claims processing.
- Handled 20 Claims.
- Least Amount of Processing Time for Denials to Date.
- Met all Benchmarks in 3rd Quarter

Areas of Improvement

- Train new TPA in claims decision parameters.
- Redirect public to TPA for claims filing.
- Revise website interface to reflect new TPA process.
- Training for existing personnel in the new TPA process.
- Reduce City staff time in claims process.

Freedom of Information Act (FOIA) Third & Fourth Quarters of 2011

Legal Department-FOIA

Dashboard

% of FOIA Requests Closed within 5 Business Days 2011

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Mnth Avg.
Community Development	93%	90%	78%	91%	92%	83%	86%	86%	90%	85%	89%	88%	88%
Fire Department	93%	97%	96%	99%	96%	96%	99%	96%	98%	98%	98%	92%	97%
Finance Department	69%	66%	71%	100%	75%	100%	0%	66%	71%	80%	100%	60%	72%
Human Resources	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	100%	100%
Human Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	N/A	N/A	N/A	N/A	0%
Information Technology	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	100%
Legal Department	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	100%	N/A	100%
Mayor's Office	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	N/A	N/A	N/A	N/A	0%
Police Department	93%	94%	97%	99%	99%	94%	95%	99%	91%	98%	95%	90%	95%
Public Works	100%	70%	71%	90%	50%	60%	57%	67%	0%	25%	38%	100%	61%

N/A= No FOIA Requests Received

* = Not Available

Legal Department-FOIA

Achievements

- Keywords refined for more accurate routing.
- More efficient routing of unassigned requests.
- Created uniform mode of communication with FILOs.
- All appeals resolved successfully.
- No fines or penalties assessed.
- No court actions filed.

Legal Department-FOIA

Areas of Improvement

- Implement SharePoint 2010 user interface for FOIA processing.
- Train all FILOs in SharePoint 2010 interface.
- Increase categories of statistics for RockStat.
- Review website interface and instructions ease of use.
- Survey internet users for feedback.
- Improve FILO Recordkeeping.

Division Diversity Procurement

PRESENTED BY:

Ron Moore-Diversity Procurement Officer

Legal Department-Diversity Procurement

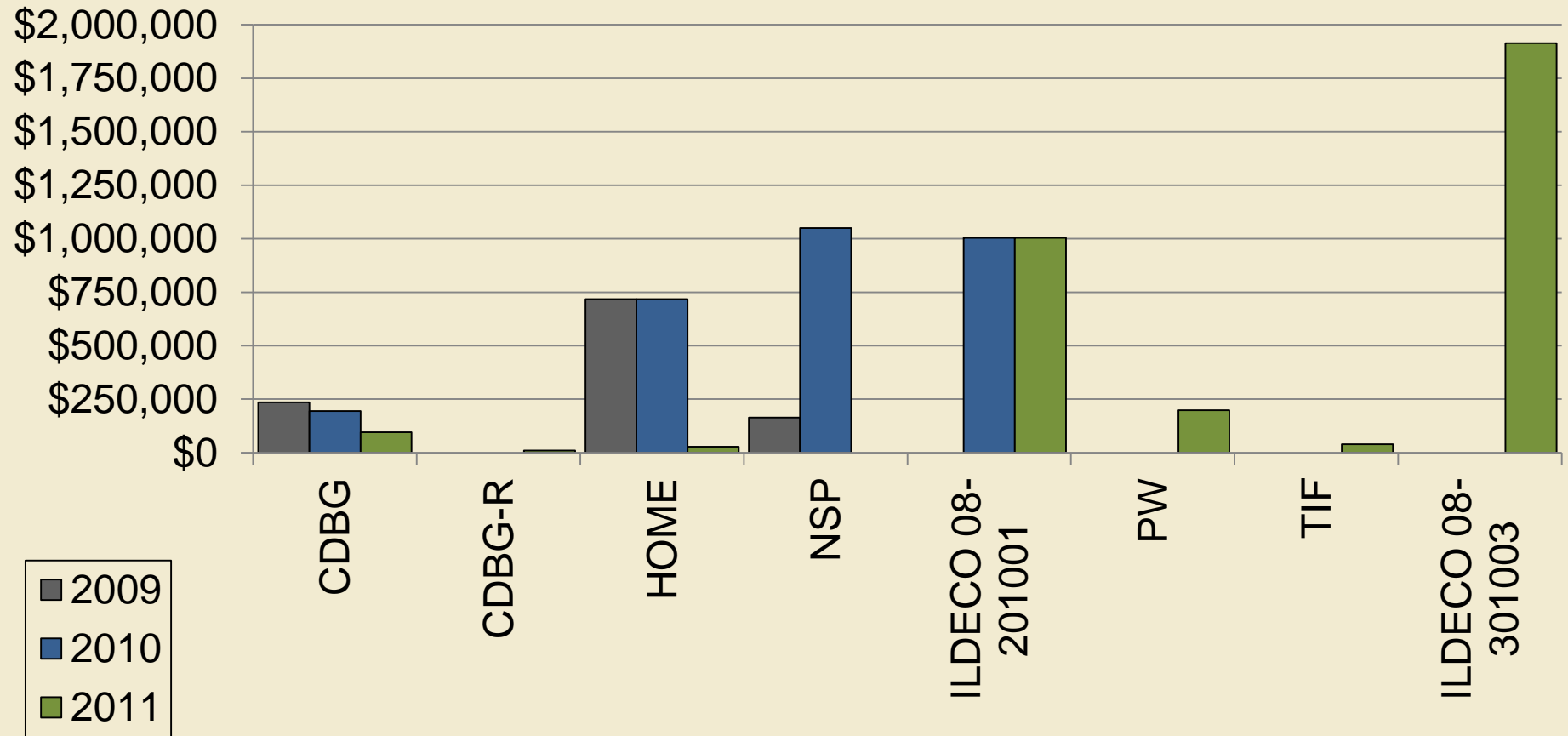
Scorecard-CEDD & PW Projects

	CDBG	CDBG-R	HOME	NSP	ILDECO STATE 08-201001	PW	TIF	ILDECO STATE 08-301003
2011 DOLLARS	\$95,427	\$10,534	\$28,201	\$0	\$1,004,675	\$199,026	\$39,520	\$1,913,511
2010 DOLLARS	\$194,550	\$0	\$718,213	\$1,050,284	\$1,004,675	\$0	\$0	
2009 DOLLARS	\$235,503	\$0	\$718,213	\$164,644	\$0	\$0	\$0	

2011 JOBS	4	0	0	0	0	0	0	0
2010 JOBS	2	0	0	6	0	0	0	
2009 JOBS	0	0	0	0	0	0	0	

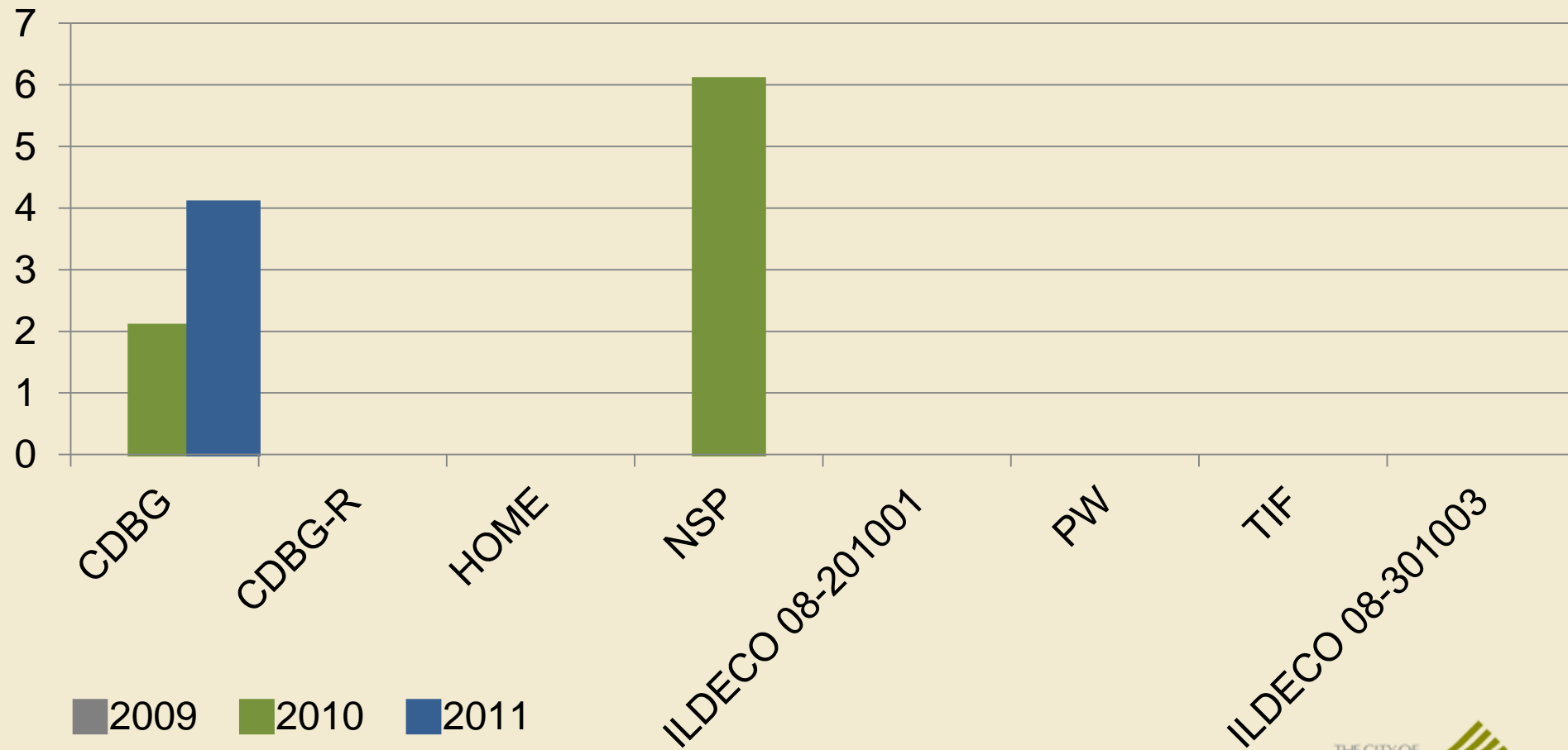
Legal Department-Diversity Procurement

CEDD & PW Program Dollars Spend from 2009-2011



Legal Department-Diversity Procurement

CEDD & PW Jobs Created from 2009-2011



Legal Department-Diversity Procurement

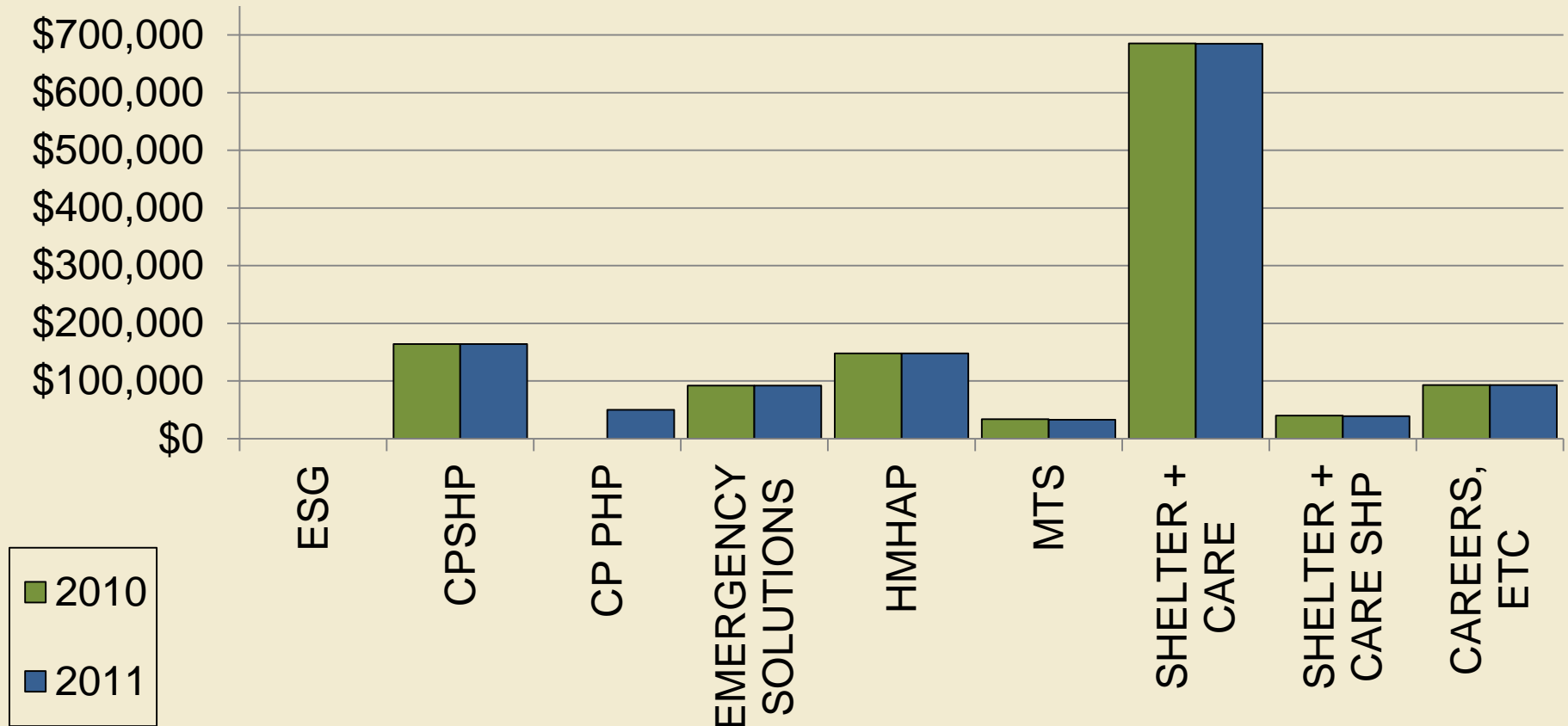
Scorecard-Human Services Projects

2011	ESG	CPSHP	CP PHP	EMERGENCY SOLUTIONS	HMHAP	MTS	SHELTER + CARE	SHELTER + CARE SHP	CAREERS ETC
2010 DOLLARS	\$0	\$164,108	\$0	\$92,065	\$148,126	\$33,764	\$685,440	\$39,947	\$93,079
2011 DOLLARS	\$0	\$164,000	\$50,000	\$92,000	\$148,000	\$33,000	\$685,000	\$39,000	\$93,000

2010 JOBS	0	0	0	0	0	0	0	0	0
2011 JOBS	0	0	0	0	0	0	0	0	0

Legal Department-Diversity Procurement

Human Services Program Dollars Spent from 2010-2011



Legal Department-Diversity Procurement

Total Spent on MBE & WBE Contracts

	2011 interim	2010	2009
All Procurement Dollars Spent	Contract	Contract	Contract
	Total	Total	Total
Prime Contractor Total Dollars	\$7,551,067.40	\$19,678,776.10	\$26,331,978.69
MBE General & Subcontractors Total (Certified)	\$445,710.15	\$931,186.10	\$113,985.00
WBE General & Subcontractors Total (Certified)	\$220,502.55	\$1,045,435.28	\$453,777.57
Companies who are Minority Business not Certified	\$255,855.00	\$34,454.00	\$56,587.00
Companies who are Women Business not Certified	\$3,569.00	\$15,906.65	\$333,572.50
Total MBE Generals & Subcontractors	\$445,710.15	\$965,640.10	\$170,572.00
Total WBE Generals & Subcontractors	\$220,502.55	\$1,061,341.93	\$787,350.07
Total MBE & WBE Procurement Dollars & Percentage	\$666,212.70	\$2,026,982.03	\$957,922.07

Legal Department-Diversity Procurement

Percentage of MBE & WBE Contracts

	2011 interim	2010	2009
All Procurement Dollars Spent	MBE/WBE	MBE/WBE	MBE/WBE
	Contract %	Contract %	Contract %
Prime Contractor Total Dollars			
MBE General & Subcontractors Total (Certified)	5.90%	4.73%	0.43%
WBE General & Subcontractors Total (Certified)	2.92%	5.31%	1.72%
Companies who are Minority Business not Certified	3.39%	0.18%	0.22%
Companies who are Women Business not Certified	0.05%	0.08%	1.27%
Total MBE Generals & Subcontractors	5.90%	4.91%	0.65%
Total WBE Generals & Subcontractors	2.92%	5.39%	2.99%
Total MBE & WBE Procurement Dollars & Percentage	8.82%	10.30%	3.64%

Legal Department-Diversity Procurement

Achievements

- All Cities' Departments staff has been trained on reporting Section 3 for federal funded projects.
- City Staff understands the importance of reporting accurate Section 3 Reports to funded sources.
- Generals and Subcontractors have been made aware of following the Section 3 Rules and Regulations.

Areas of Improvement

- The local economy needs to improve so that construction jobs are being created.
- Generals and Subcontractors must put forth a greater effort to hire low and very low income persons and businesses from the neighborhoods where the funds are being spent.

“ReBuild”

A Community Partnership Focused on Reducing Poverty

Presented By:

John Cressman: Executive Director of RHA

Darcy Bucholz: Executive Director of WIB

George Davis: Director of Human Services

ReBuild Process

- **ORIENTATION**

Resident Programs forms completed and enrolled

___ **Goal Setting Workshop completed**

___ **Community Resources Packet received**

___ **Lease Question/Answer session with Management attended**

___ **Literacy level assessment – Rockford Literacy Council**

- **LIFESKILLS & RECREATIONAL ACTIVITIES**

___ **Workshops completed- Housekeeping, lease violations, family planning, subsidy information**

___ **Individual Case Plan completed**

___ **Community Service requirements- Compliant**

___ **Appropriate referrals to other RP programs**

ReBuild Process

• JOB READINESS

- _____ **HSD/GED received**
- _____ **Rock River Training / WIB**
- _____ **Mentor programs**
- _____ **Resumes, interviewing skills, job placement**

• FINANCIAL READINESS

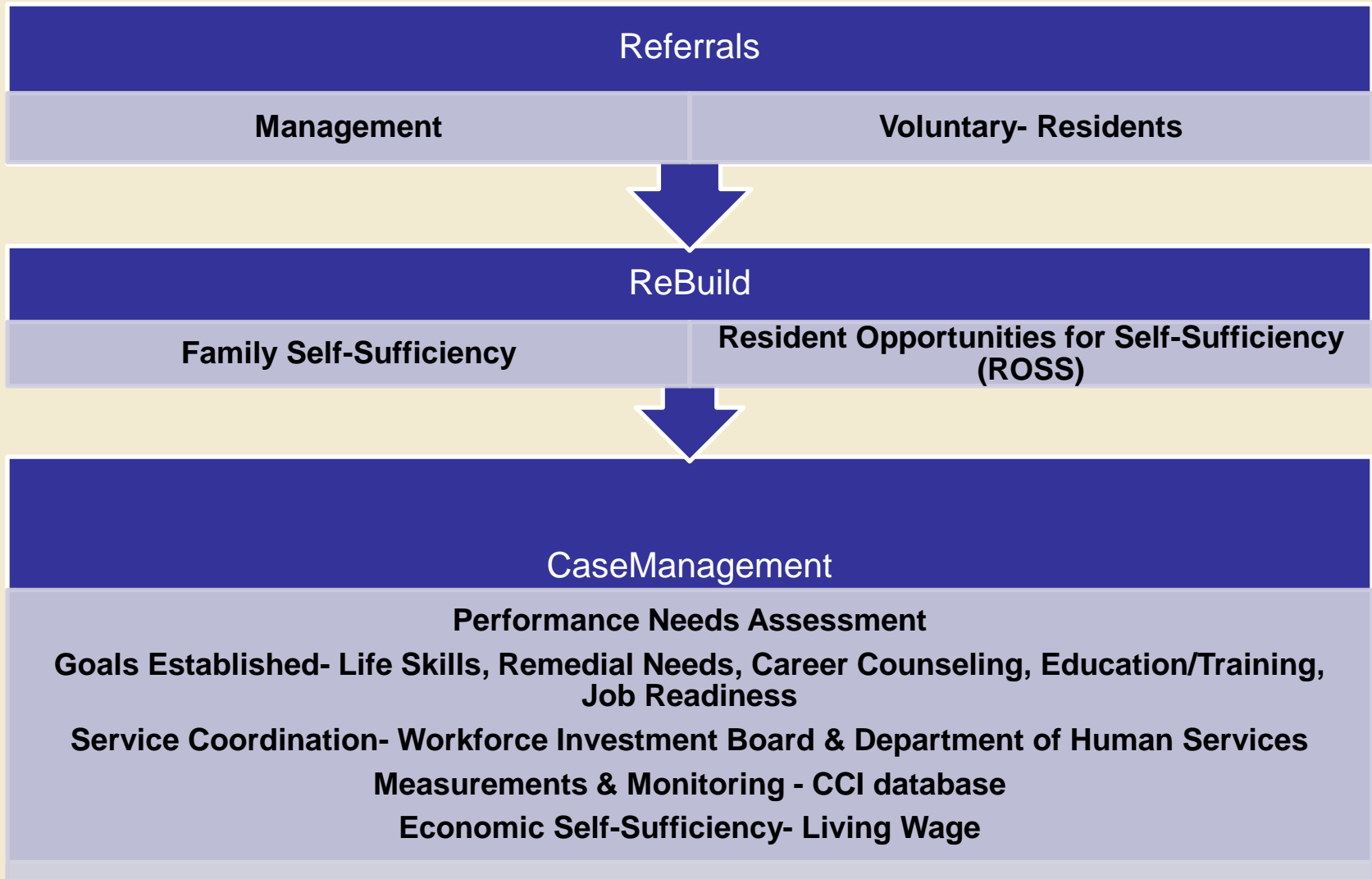
- _____ **Budgeting /money management workshop**
- _____ **Credit repair counseling**
- _____ **Checking/Savings accounts established**
- _____ **Homeownership training- if applicable**

ReBuild Process

- **PROGRAM COMPLETION**

- _____ **Scattered Sites/ HCV obtained**
- _____ **Self-Sufficiency obtained- Out of PH**
- _____ **Subsidy received decreased**

Flow of Service



Thank You!
Questions?